

FIG. 1a is a schematic diagram of a network system. The system includes a central server 12 and two client computers 10. The server 12 is connected to the client computers 10 via a network. The client computers 10 are each equipped with a monitor and a keyboard. The server 12 is represented by a rectangular box with a series of vertical lines on its front face, indicating a rack-mounted unit. The client computers 10 are represented by a monitor and a base unit with a keyboard. The network connection is shown as a single line connecting the server 12 to the client computers 10.

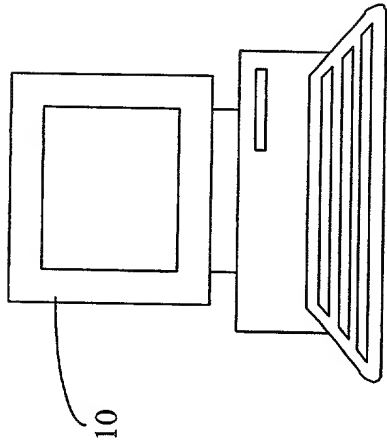


Fig. 1a

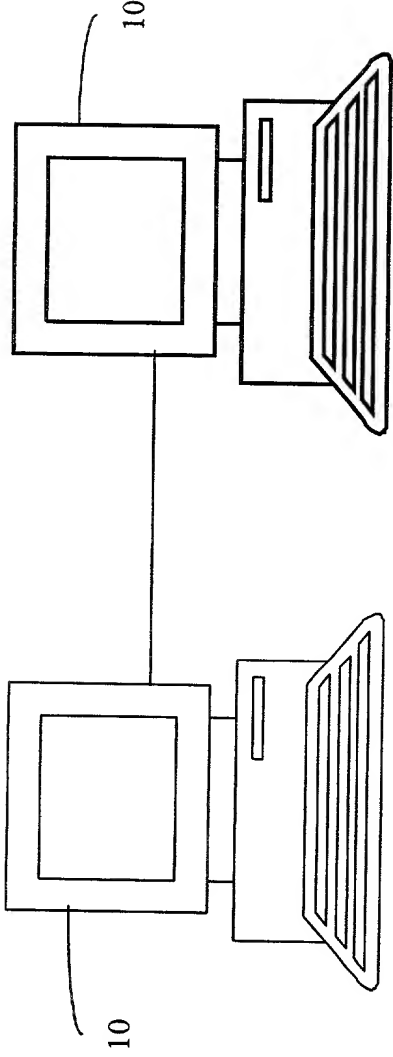


Fig. 1b

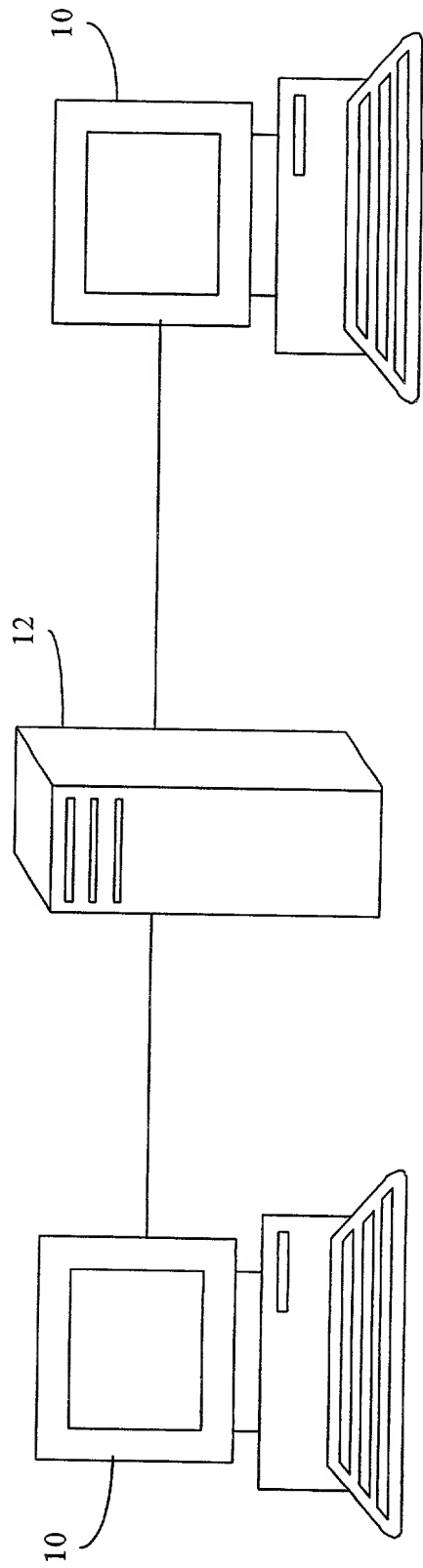


Fig. 1c

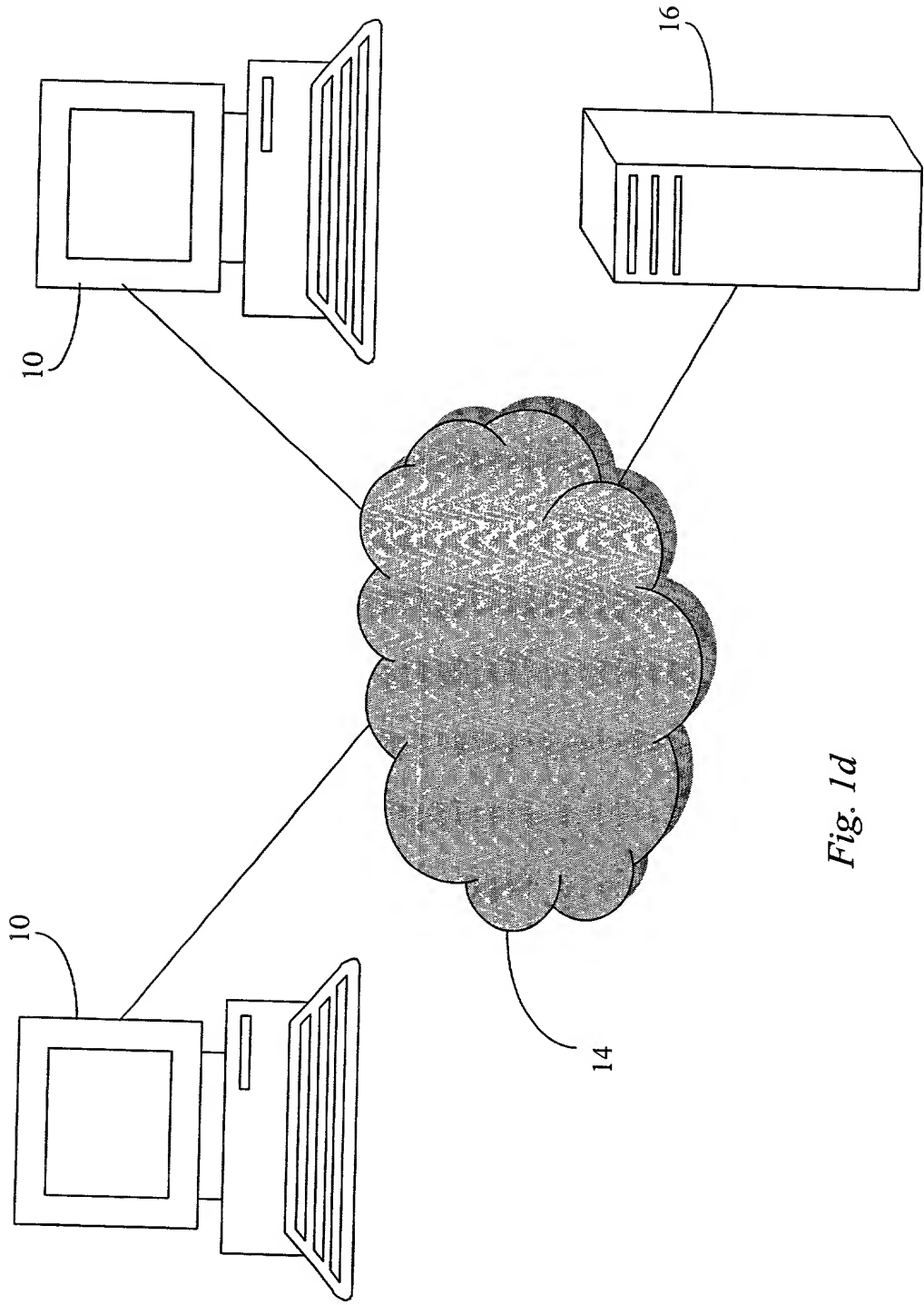
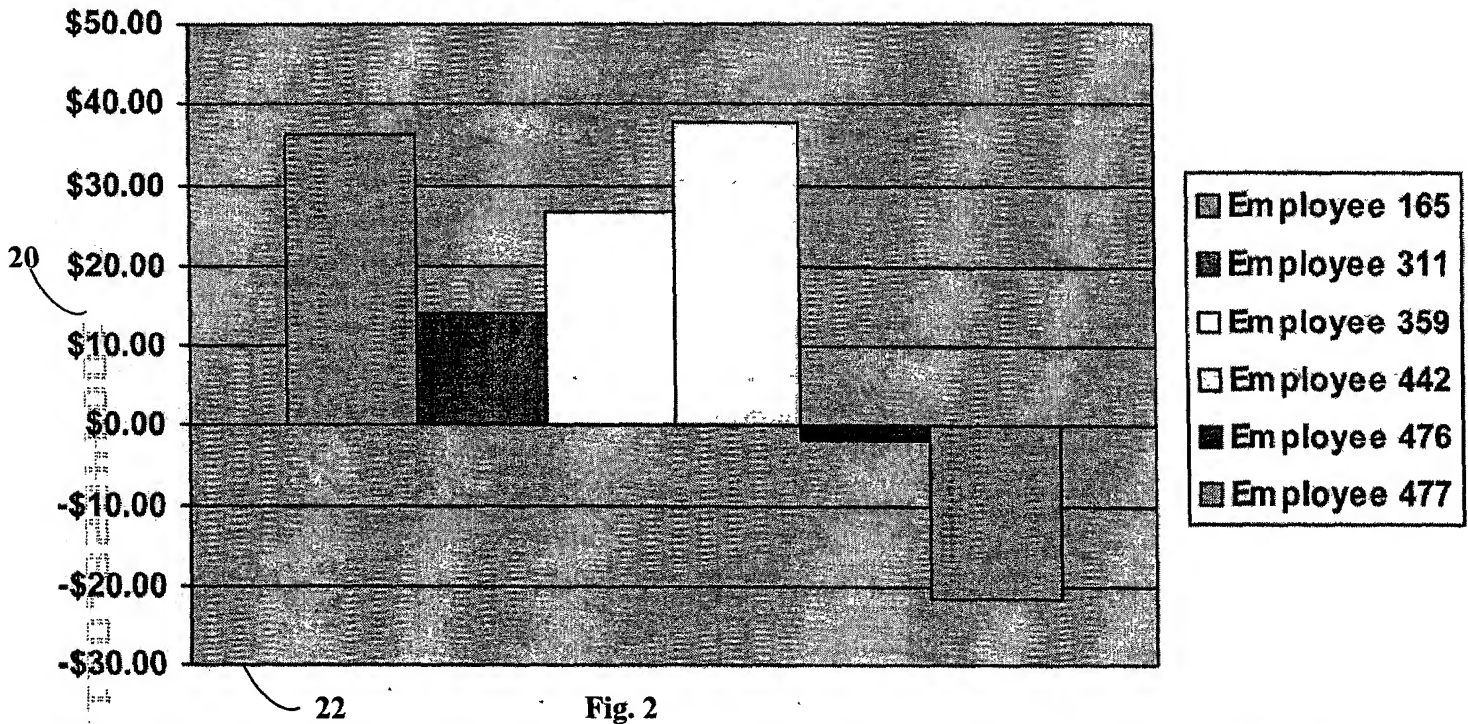
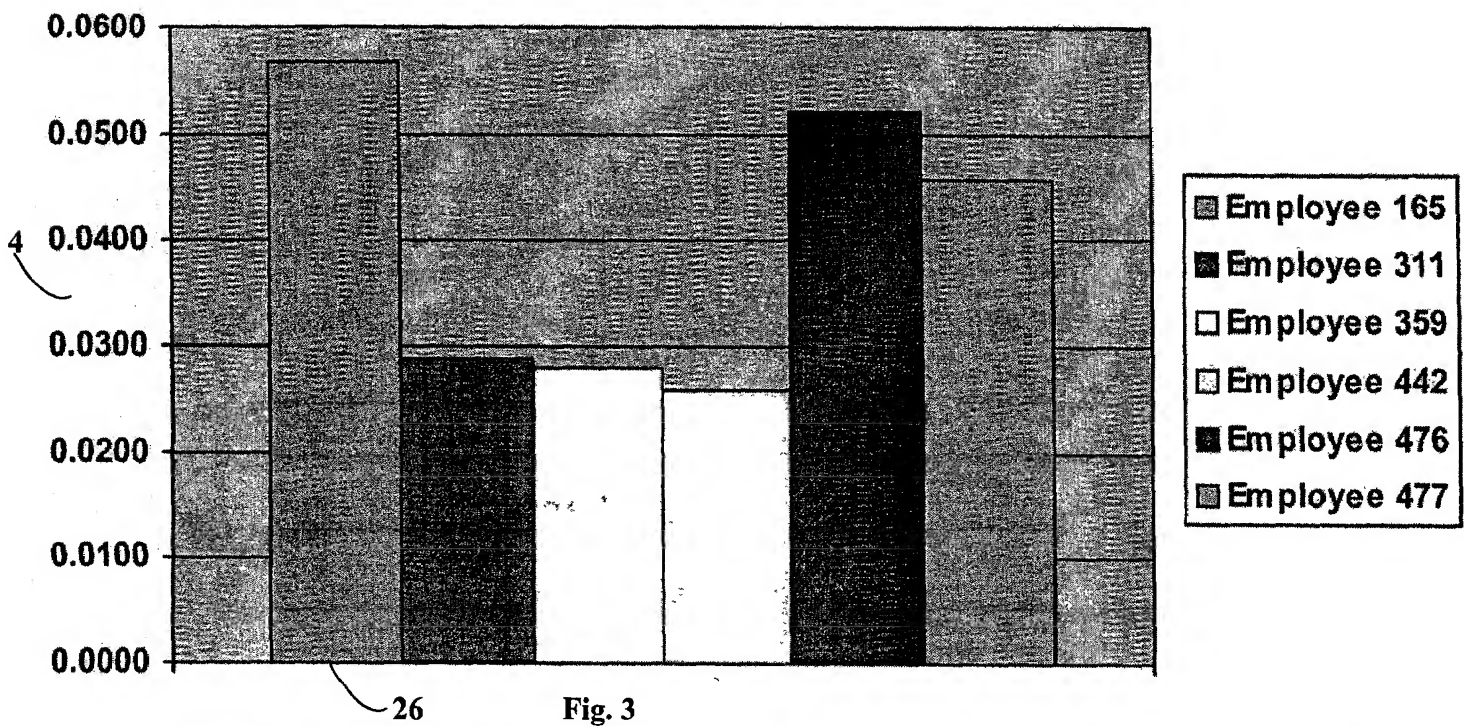


Fig. 1d

Overages & Shortages



Average "No Sales" Per Customer



| Category | Value | Average | Variance | Points |
|---------------------|-------------------------|---------|----------|--------|
| 30 | 34 | | | |
| Date: 04/04/2001 | Start: 04/04/2001 15:07 | Hours: | 3.22 | |
| Shift: C | End: 04/04/2001 18:20 | Points: | 14 | |
| 32 Customer Count: | 197 | | | 36 |
| Tardy: | 0.00 | | | 0 |
| Cash Over/Short: | 0.92 | | | 0 |
| No Sales / Cust: | 6.60 | 0.00 | 100.00 | 4 |
| Voids / Cust: | 2.54 | 0.06 | 97.64 | 4 |
| Avg. Void Amt: | 3.95 | 5.55 | -40.50 | 0 |
| Avg. Refund Amt: | 0.99 | 2.14 | -116.00 | 0 |
| Avg. Cig % Sales: | 0.34 | 0.41 | 17.07 | 3 |
| Avg. Lott. % Sales: | 0.31 | 0.33 | 6.06 | 1 |
| Avg. Taxable Sales: | 2.14 | 2.40 | 10.83 | 2 |

| | | | |
|------------------|-------------------------|---------|------|
| Date: 04/05/2001 | Start: 04/05/2001 15:17 | Hours: | 3.20 |
| Shift: D | End: 04/05/2001 18:29 | Points: | 15 |

| | | | | |
|---------------------|-------|------|--------|---|
| Customer Count: | 172 | | | |
| Tardy: | 0.27 | | | 2 |
| Cash Over/Short: | 35.44 | | | 4 |
| No Sales / Cust: | 4.65 | 0.00 | 100.00 | 4 |
| Voids / Cust: | 3.49 | 0.27 | 92.26 | 4 |
| Avg. Void Amt: | 8.14 | 9.06 | -11.30 | 0 |
| Avg. Refund Amt: | 1.50 | 2.75 | -83.30 | 0 |
| Avg. Cig % Sales: | 0.47 | 0.38 | -23.70 | 0 |
| Avg. Lott. % Sales: | 0.20 | 0.16 | -25.00 | 0 |
| Avg. Taxable Sales: | 2.49 | 2.63 | 5.32 | 1 |

| | | | |
|---------------|----|----------------------|-------|
| Total Points: | 29 | Avg. Points Per Day: | 14.50 |
|---------------|----|----------------------|-------|

Fig. 4

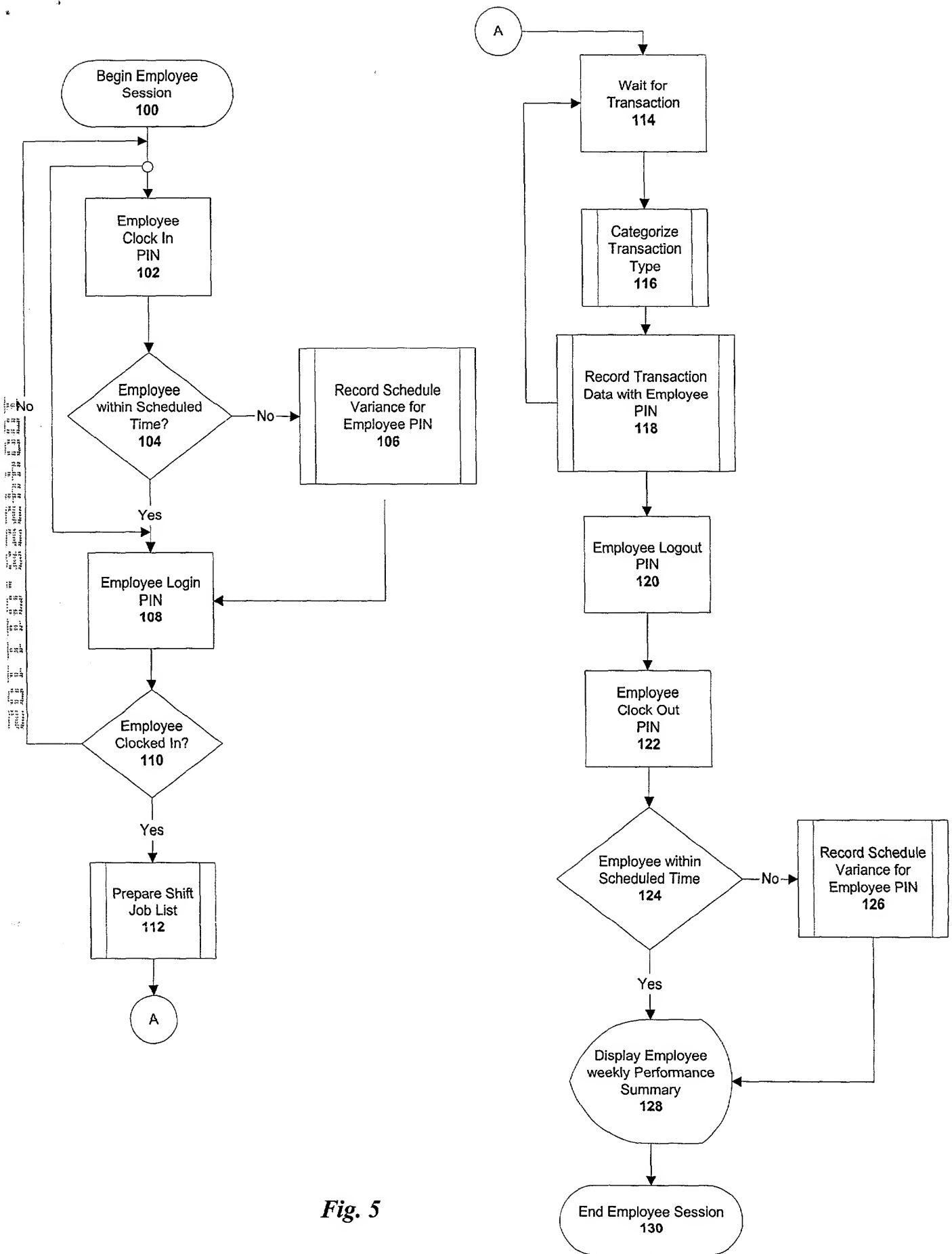


Fig. 5

